

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families		9. Position Number K0044541		10. Budget Program Number 29210	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Assistant		
3. Division West Region			12. Proposed Class Title		
4. Section Integrated Service Delivery			13. Allocation		
5. Unit Economic & Employment Services			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Salina County Saline			15. By Approved		
7. (Circle appropriate time) Full Time X Perm Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- This position provides direct program and clerical assistance to the Economic & Employment Services Unit. This includes mail/filing, accepting paperwork from customers, processing incoming/outgoing EES mail, filing, setting up new case and reviews. This is the greeter position for EES clients getting into the BPR process and obtaining services. In addition, this position will provide administrative support to the unit supervisor.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:

Linda Everhart

Title:

Human Services Supervisor

Position Number:

Who evaluates the work of an incumbent in this position.

Name:

Linda Everhart

Title:

Human Services Supervisor

Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- The individual in this position will be expected to function independently in regard to day to day work flow. The unit supervisor will be available for consultation and direction. This employee will be expected to be familiar with program policies and will receive work assignments in the form of written or verbal communication.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
- (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- () Major program failure, major property loss, or serious injury of incapacitation.
- () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.

1. 40% E

Economic & Employment Support Program Responsibilities

- Registers all program applications on the KAECSSES/KsCares computer system according to guidelines of the programs and the KAECSSES/KsCares User's Manual so that Case Managers can process the necessary case work and determine benefit eligibility.
- Assesses each Food Assistance and Medical Program application for qualifying criteria that could make it necessary to offer expedited services to the customer.
- Reviews and screens each all applications for completeness.
- Generates notice from the KAECSSES/KsCares computer system to send to customers regarding incomplete forms or lack of verification information.
- Gathers and issues forms and information material to send to customers for completion in the Cash, Food Assistance, Medical and Child Care annual and semi-annual review process. This is done with the assistance of SARS report and labels generated by Central Office (CO) and are necessary to assist the Case Manager in completing the review process.
- Searches, selects, and copies from the KAECSSES and KsCares computer systems all necessary screens that will assist the Case Manager in meeting policy requirements for documentation in case files.
- Generates work program support payments from vouchers/bills received for authorized purchases in the KAECSSES/KsCares system. This is a required step in assisting Case Managers to meet the employment needs of the customer.
- Checks, re-calculates, and originates for the unit all CDC payments that have been authorized by the Case Managers. This process will need to be done on Friday of each week so that all payments keyed will be issued in one payment.
- Manages and directs the assignment of cases in the "99" caseload in the KAECSSES system by processing daily the cases transferred within region and other DCF regions. This is accomplished by using the determined distribution plan for the unit.
- Generates the VISION card for Cash, Food Assistance and Child Care customers with computerized equipment so that customers may access cash or food assistance benefits through the Electronic Benefit Transfer (EBT) system.
- Trains customers in the use of the VISION card for benefit access by utilizing videos and pre-printed materials.
- Activates the VISION card for the customer by authorizing selection of the Personal Identification Number (PIN) so that the customer may access benefits authorized to them.
- Initiates appropriate forms and originates case maintenance duties by using the KAECSSES and KsCares computer systems when customers report case information changes so that information systems may be kept current at all times. All forms should be forwarded to the respective Case Manager in a timely fashion.
- Searches the KAECSSES, KsCares, EATSS, MMIS, KDHR, KES, EBT, SARS, and FACTS computer systems by using the inquiry process to assist customer case information to answer questions related to benefits and case status. Case Managers may also request assistance from office support staff in searching for case information to expedite case processing.
- Checks with Health Insurance Companies to verify medical coverage, types of service and beginning date of policy so that third party medical coverage information can be added to the computer systems correctly to speed up payments to providers.
- Serves as an advisor to other Human Service Assistant staff in regard to EES program systems issues. This can be accomplished by using verbal or written communication skills.

2. 35% E

Administrative Support Responsibilities

- Type's letters, documents, reports, or other materials requested by the unit supervisor.
- Maintains and files appropriately all reports, printouts, manual material and any other documents used by the unit supervisor for management purposes.
- Organizes and monitors retention of all records and closed case files as per instructions received from policy manuals and regional office direction.
- Enters, preserves, and updates information timely and accurately in a personal computer that houses data for management of programs, staff caseloads or other information needed by the unit supervisor.
- Transcribes notes taken at unit meetings to provide minutes and record actions discussed and decisions made.
- Registers and remits all money received into the agency by using proper forms, filling in appropriate PCA and sub-object codes, and forwarding to the fee fund or wards clerk as per instructions to insure money is handled according to policy.
- Secures negotiable items under lock and key as office procedure dictates to prevent the possibility of theft or loss.
- Collects, opens, date stamps, sorts, and distributes all incoming mail on a timely basis so that case actions and daily work flow proceeds in an efficient manner.
- Gathers and delivers mail from the general point of mail collection in the office as per general office procedure.
- Registers customers to vote to meet state statutory requirements. Accomplishes this by using designated forms and forwards all necessary paperwork and reports to the County Clerk's Office.

3.	20%	E	<ul style="list-style-type: none"> Locates, schedules, and arranges facilities or meeting rooms for the unit supervisor and staff so that meetings can be conducted. Refers to appointment calendars or other means of record keeping for use of rooms with DCF service centers. It may be necessary to locate facilities outside the agency that are available at no charge or of lesser fee for staff use. Searches, prints, and distributes appropriately from the SAR system any weekly/monthly reports for the unit supervisor that are needed by staff or outside agencies to perform their day to day work. Obtains, stores, and monitors supplies, materials, and forms needed by staff to perform their day to day duties. Distributes the Wage & New Hire information to Case Managers on a timely basis so that information can be added to case records and used for eligibility and review purposes. Copies and compiles materials for the unit supervisor that need to be dispersed to Case Managers during unit meetings or daily for program and case administration. Checks vendors W-9's and mails to the appropriate staff for processing for the unit supervisor.
			<p><u>Reception/Information Responsibilities</u></p> <ul style="list-style-type: none"> Greets agency customers or answers phone in a friendly, courteous, and professional manner so that a good working relationship begins at the point of contact for the customer. Answers a multiple line phone promptly and courteously. Solicits the needed information for referral to the appropriate staff or records concisely in message form, the information received. These actions are necessary for good communication and proper action in regard to case management. Assesses the customer's needs by listening to and questioning the customer to determine the appropriate program(s) to which the customer may need to be referred. Gathers the appropriate program applications, forms, and informational brochures to give to the customer for completion and review in the application process. Explains to the customer the respective eligibility requirements for program(s) the customer may be applying for to assist the customer in determining their needs and requirements for eligibility or review. The explanation should be in a condensed version at a level and manner of communication that the customer will understand. This will require a general knowledge of all agency programs, such as: Temporary Assistance to Families (TAF), Food Assistance (FA), Medical Assistance (MA), Work Programs (WP), General Assistance (GA), Child Care (CC), Child Support Enforcement (CSE), Children and Family Services (CFS), Adult Protective Services (APS), Rehabilitation Services (RS), and Low Income Energy Assistance Program (LIEAP). Solicits forms, copies, and returns to the customer in an efficient and professional manner necessary documents or items for verifying information that will be used for determining eligibility in the application or review process. Forwards all necessary copies to the assigned Case Manager. Ensure walk-in appointments are schedules as necessary for customers by utilizing general office procedures. Determines the level of appropriateness for handling customer questions, problems, or complaints for the unit by using good judgment and handling each situation with expediency. Refers customers to the appropriate staff (IE: EES Case manager or supervisor for resolution with the customer. The referral may be made verbally or in written form. Procures, updates, and disseminates information from the Resource Directory to the customer when agency resources are not available to or cannot meet the need of the customer. This can be accomplished verbally, in writing, or by completing local referral forms provided by other helping agencies. <p><u>Other Related Responsibilities</u></p> <ul style="list-style-type: none"> Identifies, extracts, and applies information received from attendance in training, conferences, supervisor, unit, and regional meetings, etc. for daily use, to upgrade skills and to stay abreast of current program information. Certifies signatures of staff or customers on various documents that may be used by the agency or court that require a Notary Public to notarize. This will be accomplished by viewing the actual signatures of the party(s) involved and then placing the notary stamp on the document, initialing and dating it. Monitors the general security of the office by being observant to any situation that may involve a hostile or angry customer. Determines the level of urgency, seeks guidance from a supervisor, or phones the police department for assistance as situation warrants provide a safe environment for staff and other customers. Other duties as assigned by Supervisor, Program Administrator or Site Manager.
4.	5%	E	

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

- Failure to provide program support functions would disrupt the flow of work in the program division. This could also affect other programs and divisions.
- Failure to follow KAECSES or KsCares computer procedures, or timely register applications and/or changes in case information on the computer would limit the Case Managers ability to timely process, thus resulting in Work Programs placement delays or perhaps assistance not being received as dictated by program policy.
- Failure to obtain pertinent and accurate information as well as a timely referral on a report of suspected abuse/neglect could result in injury or delay in necessary and vital services to a Social Service customer.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

- For the purpose of receiving requests for services and/or assistance and for giving or obtaining information pertaining to DCF services and programs, this employee has daily contact with customers and co-workers. This worker, on a weekly basis, may also have contact with attorneys, school personnel, mental health workers, the general public, politicians, law enforcement, county health departments, local hospitals, nursing home professionals, volunteers, community groups or organizations, Head Start agencies, county extension agents, Resource and Referral Agencies, and Child Care providers. Contact with area DCF officials could also occur daily or as is needed.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The individual in this position may expect to experience the following:

1. Dealing with angry or hostile customers or providers;
2. Stress related to work pressure and deadlines; and
3. Fatigue associated with computer work.
4. Lifting boxes of items or other materials that may weigh up to 50 lbs on an intermittent basis.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

- On-Line Computer Systems - daily
- Personal Computer Systems - daily
- Typewriter - daily
- Laser Printers - daily
- Photocopier - daily
- Telephone Systems - daily
- Calculator - daily
- FAX Machine - daily
- State Vehicle - as needed basis

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

- High School diploma or equivalent.
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28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

- Valid Driver's License

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

- Reception experience in a professional setting
- Ability to support staff with good communication skills, precise language skills, accurate grammar skills, and developed tracking methods.
- Work experience in direct customer service.
- Routine work experience in office support/clerical work including basic computer skill and software application skills.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

- Work requires moderate physical exertion. The individual in this position may be required to perform lifting and moving activities of medium weight. (IE: case files, boxes of office supplies, manuals, stacks of mail). These type of activities would be performed for brief periods. In most situations, the individual will be confined to a work area. They will be required to perform repetitive motions when using computer equipment.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

- Follow instructions for emergencies or adverse weather conditions as posted in each local office. In the event a disaster occurs, follow supervisory instructions.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date